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Indians will consider travelling if these 10 measures are in place: Travelport Study

Based on a survey of 5,000 travelers across India, UK, US, Australia and New Zealand and 29 leading travel suppliers, travellers in India are most conscious about safety and hygiene and would consider booking a trip only if they have certain measures in place

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Majority of travellers in [India](#) are now ready to consider booking domestic and international trips, but only if airlines, airports, hotels and car rental companies collectively implement 10 different safety measures throughout their journey, which includes fully flexible or refundable flight tickets.

Furthermore, demand for almost every safety measure is highest in India, of the five countries surveyed. This is according to the results of new independent research released today by [Travelport](#), based on a survey of 5,000 travelers across India, UK, US, [Australia](#) and [New Zealand](#), as well as in-depth interviews with 29 leading travel suppliers.

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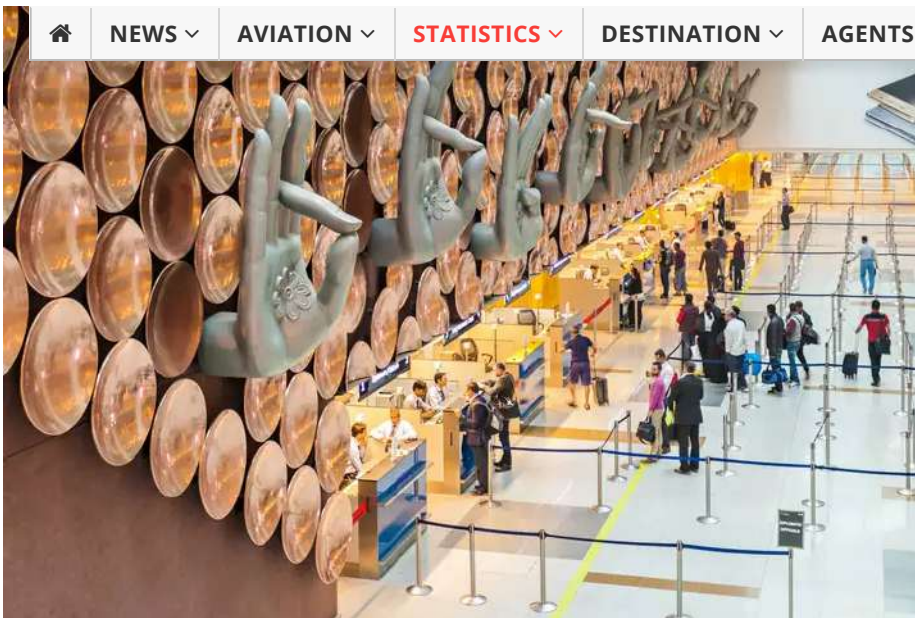


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EDITOR'S PICK



The study found that at all parts of the travel journey, it was deemed critical to have social distancing rules, mandatory use of [face masks](#), and ready access to sanitizing gel or wipes, face masks and gloves. The study also revealed, however, that additional measures still need to be implemented by airlines, airports, hotels and car rental companies to fully restore consumer confidence.

The table below captures the 10 separate safety measures participants of the study said they need to know have been adopted by airports, airlines, hotels and car rental companies for those travelers to consider domestic and international travel. The percentage [figures](#) represent the number of travelers that said they will not travel unless the respective safety measure is in place.

		Airports		Airlines		Hotels		Car Rentals	
		Global	India	Global	India	Global	India	Global	India
1	Enhanced cleaning and/or disinfection			71%	72%	73%	74%	72%	73%
2	Access to sanitizing gel/wipes, face masks and gloves	69%	76%	61%	65%	70%	77%	66%	75%
3	Social distancing	68%	80%	66%	76%	66%	78%	64%	77%
4	Temperature checks	66%	74%	66%	75%				
5	Mandatory wearing of face masks	64%	80%	64%	79%	64%	77%	61%	74%
6	Fully flexible or refundable tickets			64%	61%				
7	Improved air filtration			62%	62%				
8	Contactless services	58%	65%			58%	68%	55%	63%
9	Plexi-glass at check-in	56%	62%						
10	Managed boarding by row	56%	63%						

N.B. Similar measures (e.g. enhanced cleaning and disinfection) have been grouped together for the purpose of this table. Detailed information on the specific safety measures participants deemed critical at airports, airlines, hotels and car rentals can be found in Travelport's *Guide to Travel Recovery* report. A summary is included in the notes to editors.

Martin Herbert, Senior Commercial Director Operators, Travelport, said, “The travel industry has introduced numerous initiatives to support a safe and responsible recovery of travel over the last few months. This research demonstrates just how important such measures are to ensure travelers feel safe. The industry now needs to ensure it is not only putting these

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but also communicating them effectively to travelers across various channels and merchandising technologies available to them.”

Highlighting the importance of safety for travellers and the consistent communication of safety measures as some of the most important elements to restore confidence in travel, Sandeep Dwivedi, Chief Operating Officer, [InterGlobe Technology Quotient](#), said, “Travelport’s latest study is a commendable step in this direction, one that will help travel agents understand ongoing procedures and identify opportunities to offer better experience to end traveller.”

Air

Overall, more than half of travelers said that to consider booking a flight, they need to know in advance that a wide array of specific measures have been implemented by both the airport and airline. At the airport, these include temperature checks on arrival (66%), plexi-glass at check-in desks (58%), and managed boarding by row (56%).

	Total	US	GB	IN	AU	NZ
Airports						
Hand sanitizers at baggage collection	69%	66%	68%	76%	70%	64%
Social distancing throughout	68%	68%	67%	80%	69%	59%
Temperature checks at the entrance	66%	63%	64%	74%	69%	60%
Mandatory wearing of face masks	64%	70%	62%	80%	53%	52%
Contactless check-in	58%	55%	57%	65%	56%	55%
Plexi-glass at check-in desks	56%	59%	59%	62%	54%	48%
Managed boarding by row	56%	57%	57%	63%	55%	48%

When it comes to airlines, measures in high demand include enhanced cleaning (71%) and disinfection (70%), further temperature checks before boarding (66%), socially distanced seating (66%), and fully flexible or refundable tickets (64%).

	Total	US	GB	IN	AU	NZ
Airlines						
Enhanced cleaning during and between flights	71%	72%	72%	72%	71%	70%
Aircraft disinfection before departure	70%	71%	67%	76%	72%	64%
Temperature checks before boarding	66%	65%	62%	75%	70%	60%
Socially distanced seating	66%	69%	65%	76%	66%	53%
Mandatory wearing of face masks	64%	70%	65%	79%	54%	50%
Improved air filtration	62%	65%	62%	62%	64%	58%
Readily available disinfectant wipes	61%	62%	59%	65%	64%	57%

Hotels

For travelers to have the confidence to book a hotel room, the study showed the majority want six specific safety measures in place including enhanced cleaning (73%) and guest services accessible via their mobile phone (51%).

	Total	US	GB	IN	AU	NZ
Enhanced cleaning throughout	73%	74%	72%	74%	72%	71%
Access to sanitizing gel, face masks and gloves	70%	69%	69%	77%	69%	64%
Social distancing throughout	66%	66%	64%	78%	66%	57%
Mandatory wearing of face masks by staff	64%	72%	61%	77%	54%	51%
Contactless check-in	58%	56%	58%	68%	55%	53%
Guest services accessible via mobile	51%	52%	46%	61%	50%	47%

Car

To book a car rental, according to the study, the majority of travelers want five key safety measures in place both at rental destinations and in vehicles including contactless car collection and drop-off (55%).

	Total	US	GB	IN	AU	NZ
Enhanced cleaning between rental bookings	72%	74%	70%	73%	73%	73%
Access to sanitizing gel, face masks and gloves	66%	65%	65%	75%	65%	60%
Social distancing at rental locations	64%	65%	65%	77%	63%	52%
Mandatory wearing of face masks by staff	61%	69%	60%	74%	52%	48%
Contactless car collection and drop-off	55%	56%	54%	63%	50%	50%

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